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## Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Evaluate Business Needs: This domain addresses gathering functional and non-functional requirements, classifying data by sensitivity, identifying CRM success factors, and understanding how business growth and regulations impact integration choices.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Translate Needs to Integration Requirements: This domain involves converting business needs into technical specifications by documenting systems and patterns, evaluating constraints, defining security requirements, and determining performance needs like volumes, response times, and latency.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• Build Solution: This domain covers implementing integrations including API design considerations, choosing outbound methods, building scalable solutions, implementing error handling, creating security solutions, and ensuring resilience during system updates.</li></ul>

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## Salesforce Certified Platform Integration Architect Sample Questions (Q112-Q117):

### NEW QUESTION # 112

Northern Trail Outfitters is creating a distributable Salesforce package. The package needs to call into a Custom Apex REST endpoint in the central org. The security team wants to ensure a specific integration account is used in the central org that they will authorize after installation. Which item should an architect recommend?

- **A. Create an authentication provider in the package and set the consumer key and consumer secret of the connected app in the central org**
- B. Use an encrypted field to store the password that the security team enters.
- C. Contact Salesforce Support and create a case to temporarily enable API access for managed packages.

**Answer: A**

Explanation:

When building a distributable package (likely a Managed Package) that must securely communicate back to a central "Hub" org, the architect must use a framework that supports OAuth 2.0 flows. Storing plain-text or even encrypted passwords (Option B) is a security violation and is brittle across different environments.

The architecturally sound solution is to leverage the Authentication Provider and Named Credentials framework. In the central org, a Connected App is created to act as the OAuth endpoint. In the package, an Authentication Provider is configured using the Consumer Key and Consumer Secret from that Connected App. This setup allows the administrator in the "Subscriber" org (the org where the package is installed) to initiate an OAuth flow.

When the security team "authorizes" the integration after installation, they are essentially completing the OAuth handshake. This grants the subscriber org an Access Token and a Refresh Token associated with the specific integration user in the central org. This mechanism ensures:

Credential Security: No passwords are ever stored in the code or metadata.

Centralized Control: The security team in the central org can revoke the Refresh Token at any time to kill the integration.

Scalability: The same package can be distributed to hundreds of orgs, each with its own unique, secure connection to the central Hub.

By using an Authentication Provider combined with a Named Credential, the Apex code in the package can simply call the endpoint by its developer name, and Salesforce handles the entire authentication header injection automatically, ensuring a robust and secure cross-org integration.

### NEW QUESTION # 113

The director of customer service at Northern Trail Outfitters (NTO) wants to capture and trend specific business events that occur in Salesforce in real time. The metrics will be accessed in an ad-hoc manner using an external analytics system. The events include product exchanges, authorization clicks, subscription cancellations, and refund initiations via Cases. Which solution should meet these business requirements?

- **A. Case Trigger after insert, after update to publish the platform event**
- B. Case Workflow Rule that sends an Outbound Message
- C. Case after insert Trigger that executes a callout

**Answer: A**

Explanation:

To meet a requirement for real-time event capture that supports an external analytics system, the architect must choose a pattern that is scalable, decoupled, and reliable. Platform Events are the modern standard for this use case.

By using a Case Trigger to publish a specific Platform Event, NTO creates a highly decoupled Publish/Subscribe architecture. The external analytics system (or a middleware layer feeding it) acts as a subscriber to the event channel. This is superior to standard callouts or outbound messaging for several reasons:

Durability: Platform Events offer a 72-hour retention window. If the analytics system is momentarily offline, it can use the Replay ID

to retrieve missed events.

Atomic Transactions: Triggers can be configured to publish events only after the database transaction successfully commits ("Publish After Commit"), ensuring the analytics system doesn't receive data for transactions that were eventually rolled back.

Event Volume: Platform Events are designed to handle much higher volumes of real-time messages than standard synchronous callouts.

Option A (Apex Callouts) is a point-to-point, synchronous pattern that would block Case processing and risk hitting "Concurrent Long-Running Request" limits. Option B (Outbound Messaging) is reliable but is limited to a single object per message and uses a rigid SOAP format that is less flexible for ad-hoc external analytics than the modern JSON/CometD/gRPC structures used by the event bus. By implementing Option C, the architect ensures that every specific business milestone (refund, exchange, cancellation) is broadcasted immediately, providing the customer service director with the accurate, real-time visibility required for trending and metrics.

#### NEW QUESTION # 114

A company accepts payment requests 24/7. Once the company accepts a payment request, its service level agreement (SLA) requires it to make sure each payment request is processed by its Payment System. The company tracks payment requests using a globally unique identifier created at the Data Entry Point. The company's simplified flow is as shown in the diagram.

The company encounters intermittent update errors when two or more processes try to update the same Payment Request record at the same time. Which recommendation should an integration architect make to improve the company's SLA and update conflict handling?

- A. Payment System should process a payment request only once.
- **B. Middleware should coordinate request delivery and payment processing.**
- C. Payment System and Middleware should automatically retry requests.

**Answer: B**

Explanation:

In high-concurrency environments like 24/7 payment processing, a common architectural failure is "race conditions," where multiple threads attempt to update the same record simultaneously. To resolve this while strictly adhering to a Service Level Agreement (SLA), the Integration Architect must shift the responsibility of orchestration to a central "nervous system"-the Middleware (e.g., MuleSoft or an ESB).

According to Salesforce Integration best practices, Middleware coordination is essential for managing the state and sequencing of asynchronous messages. By having the Middleware coordinate request delivery, it can implement a "Sequential Processing" or "First-In-First-Out" (FIFO) queue logic. This ensures that even if the Data Entry Point pushes requests at high speed, the Middleware can throttle or serialize the calls to the Payment System, preventing the record-locking errors and update conflicts mentioned in the scenario.

Furthermore, the globally unique identifier created at the Data Entry Point allows the Middleware to perform Idempotency checks. If a duplicate request arrives or an error occurs, the Middleware can use this ID to verify the status before attempting another update, ensuring that the "exactly-once" processing requirement of the SLA is met without creating duplicate payment records or conflicting status updates.

While Option B suggests retries-which are necessary for a "Fire-and-Forget" pattern-retrying without central coordination often exacerbates update conflicts rather than solving them. Option C (processing once) is a result of a well-designed system, but it does not provide the mechanism to handle the specific update conflicts described. By recommending that the Middleware coordinate the entire flow, the architect provides a robust solution that manages delivery, handles retries gracefully, and ensures data integrity across the system landscape.

#### NEW QUESTION # 115

Northern Trail Outfitters (NTO) has an affiliate company that would like immediate notifications of changes to opportunities in the NTO Salesforce Instance. The affiliate company has a CometD client available. Which solution is recommended in order to meet the requirement?

- A. Create a connected app in the affiliate org and select "Accept CometD API Requests".
- **B. Create a Push Topic update event on the Opportunity object to allow the subscriber to react to the streaming API.**
- C. Implement a polling mechanism in the client that calls the SOAP API getUpdated method to get the ID values of each updated record.

**Answer: B**

Explanation:

To provide near real-time notifications to a client that already supports CometD, an Integration Architect should leverage the Streaming API. While Platform Events are a modern alternative, PushTopic Events are specifically designed to stream changes to Salesforce records based on a defined SOQL query.

A PushTopic event is triggered when a record is created, updated, deleted, or undeleted. By creating a PushTopic on the Opportunity object, NTO defines the criteria (fields and record states) that should trigger a message to the 1 subscriber. The affiliate's CometD client can then subscribe to this topic's channel (e.g., /topic/OpportunityUpdates) to receive the data payload instantly.

Option A is incorrect because "Accept CometD API Requests" is not a standard checkbox or configuration within a Connected App; authentication is handled via standard OAuth flows, but the streaming channel must still be defined. Option C describes a Polling mechanism, which is the architectural opposite of the requested "immediate notification" and would unnecessarily consume SOAP API limits while introducing latency. By using a PushTopic, NTO ensures a decoupled, event-driven architecture that scales effectively for notification-only use cases while respecting the technical capabilities of the affiliate's existing CometD-compatible infrastructure.

### NEW QUESTION # 116

Northern Trail Outfitters has recently implemented middleware for orchestration of services across platforms. The Enterprise Resource Planning (ERP) system being used requires transactions be captured near real-time at a REST endpoint initiated in Salesforce when creating an Order object. Additionally, the Salesforce team has limited development resources and requires a low-code solution. Which option should fulfill the use case requirements?12

- A. Implement a Workflow Rule with Outbound Messaging to send SOAP messages to the designated endpoint.
- **B. Use Remote Process Invocation Fire and Forget pattern on insert on the Order object using Flow Builder.**
- C. Implement Change Data Capture on the Order object and leverage the replay ID in the middleware solution.

**Answer: B**

Explanation:

To satisfy a requirement for near real-time updates to an ERP system while adhering to a low-code constraint, the architect must leverage Salesforce's modern declarative automation tools. The goal is to initiate an outbound signal that the existing middleware can then orchestrate and deliver to the ERP's REST endpoint.

The Remote Process Invocation-Fire and Forget pattern is perfectly suited for this scenario. In this pattern, Salesforce sends a message to an external system and does not wait for a functional response. This is ideal for "capturing" transactions in an ERP where the primary goal is record synchronization rather than a real-time calculation return. By using Flow Builder, the team can implement a record-triggered flow on the Order object. This flow can be configured to execute "Actions" that send data to the middleware via External Services or standard HTTP Callouts (Beta/GA features in modern Flow), which requires zero Apex coding.

Option B, Outbound Messaging, is a legacy declarative tool that is highly reliable but has a significant limitation: it natively sends messages in SOAP format. Since the requirement specifically specifies a REST endpoint, using Outbound Messaging would require additional transformation logic in the middleware, making it a less direct architectural fit than a modern Flow-based REST call.

Option C, Change Data Capture (CDC), is a highly scalable, event-driven mechanism, but it is typically considered more complex to implement and maintain. It requires the middleware to manage "Replay IDs" and subscribe to a streaming channel, which often requires more specialized development effort on the middleware side compared to a simple HTTP POST from a Flow. For a team with limited development resources, Flow Builder provides the most accessible and maintainable path to achieving near real-time integration.

### NEW QUESTION # 117

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